

MANAGEMENT AND CONTROL OF CALL CENTER AND OFFICE TELEPHONY ASSETS

ABSTRACT OF THE DISCLOSURE

[0085] Call center and office telephony assets, including telephones, headsets, on-line indicators (OLI), and handset lifters, are managed and controlled over a network by a remote computer system. Each asset has associated therewith one or more network addresses, in some cases the network addresses mapped from an electronic identifier stored within the particular asset or determined by a proxy. In one embodiment, an asset's network address is mapped from the asset's unique media access control (MAC) address. The computer system communicates with the assets over the network to manage and control the assets.